

Louisiana

Department of State Civil Service 2010-2011 Annual Report

Shannon Templet, Civil Service Director

State Civil Service Commission

David L. Duplantier, Chairman John McLure, Vice Chairman Curtis "Pete" Fremin G. Lee Griffin D. Scott Hughes Wilfred Pierre Kenneth A. Polite, Jr.



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Letter from the Director



Shannon Templet, Civil Service Director

A productive and skilled workforce is critical to the delivery of governmental services. Whether those services involve providing medical care, child protection, safe drinking water, or bridges and highways, state agencies cannot fulfill their missions without employing productive and diverse individuals.

An agency's ability to achieve its mission directly correlates to the quality of its workforce. Louisiana must have a human resources system that enables state agencies to attract, develop, and retain a well-qualified workforce.

The State Civil Service Commission and the state classified service were established by the Louisiana Constitution to ensure that our citizens receive efficient and effective services from their state government.

We are charged with the responsibility to ensure state employees in the classified service are hired, promoted, and discharged for work related reasons rather than personal or political reasons. As the central personnel agency for state government, the Department of State Civil Service is dedicated to providing human resource services and programs that enable state government to attract, develop and retain a productive and diverse workforce that excels in delivering quality services to the citizens of Louisiana which in turn enables state agencies to achieve their individual missions.

Please take a moment and review our Annual Report to learn about our State's workforce and our Department.

Louisiana State Civil Service at a Glance

The Department of State Civil Service and the State Civil Service Commission are established in the executive branch of state government by Article X of the Louisiana State Constitution. The management of the Department is the responsibility of the Director, who is selected by the seven-member State Civil Service Commission.

The Constitution empowers the Civil Service Commission to enact rules which regulate the policies and procedures state agencies use to manage their human resources. Civil Service Rules set standards for recruiting and hiring, promotion, compensation, performance management, training, and conditions of employment. Through the Civil Service Rules and accompanying policies and procedures, the Department of State Civil Service administers a comprehensive merit-based human resources program for classified state employees.

The Department of State Civil Service provides state agencies with a fast, effective, low-cost human resources system that ensures quality results and accountability to the public interest. The key to this system is striking a balance between discretion and control, making that balance flexible enough to match the rapidly changing environment in which government operates. Our policies and programs are founded upon the principles of equal pay for equal work, equal opportunity, ability-based employment and promotion, accountability for results, and freedom from political influence.

State Civil Service Commission

Article X of the Louisiana Constitution gives the State Civil Service Commission the responsibility for the administration and regulation of the state's classified civil service system. The Constitution grants the Commission broad and general rulemaking and subpoena powers. Rules adopted by the Commission through this constitutional authority have the force and effect of law. The Commission has judicial authority to hear appeals filed by state employees.

The Commission consists of seven members, who serve over-lapping six-year terms. Six of the members are appointed by the governor based on nominations made by the presidents of Centenary College at Shreveport, Dillard University at New Orleans, Loyola University at New Orleans, Louisiana College in Pineville, Tulane University of Louisiana at New Orleans, and Xavier University at New Orleans. No more than one of the six appointed Commissioners may be from each congressional district. The seventh is a classified employee elected by all other classified employees.

Member Name	Nominated By	Term Expires
David L. Duplantier, Chairman	Loyola University	12/10/2012
John McLure, Vice-Chairman	Louisiana College	12/10/2012
Curtis (Pete) Fremin	Employee Representative	05/01/2017
<u>G. Lee Griffin</u>	Tulane University	12/10/2016
D. Scott Hughes	Centenary College	12/10/2016
Wilfred Pierre	Dillard University	12/10/2014
Kenneth A. Polite, Jr.	Xavier University	12/10/2016

Civil Service Reform – Overview

In the past decade, Civil Service has reformed from a traditional civil service system to a progressive system ready to meet the needs of Louisiana's citizens for the 21st century. In 2008, our system was ranked among the top ten state human resources systems by the Pew Center on the States and <u>Governing</u> magazine.

How it Was	How it is Today
All personnel actions required prior approval by Civil Service using paper documents.	Agencies effect personnel transactions electronically without prior approval.
Over 150 separate Civil Service tests used with a two-week wait to test.	10 consolidated Civil Service tests used with no-wait, walk-in testing.
Civil Service screened all applications in a paper process taking up to 40 days to provide a list of candidates to hiring managers.	Agencies post vacancies and screen applications electronically, providing candidate lists to hiring managers in as little as 6 days.
Many job openings, designated as "non- competitive," were never advertised.	All classified job openings require public announcement to ensure fair open competition.
3700 narrow job classifications.	997 broader job classifications.
Civil Service staff made all decisions allocating positions to job titles.	75% of allocation decisions are made by agencies, Civil Service post-audits.
Layoffs based strictly on seniority and bumping; very limited exceptions for performance or functional considerations.	New layoff rules eliminate cascading bumping and enhance exemption options based on function and/or employee skills and performance.
Performance reviews were unstructured, satisfactory/unsatisfactory ratings, with little accountability to ensure ratings were done.	Performance reviews use rating scales, weighted factors and position specific expectations; no merit increases for supervisors who fail to review their employees.
Few pay flexibilities offered; system was strictly "one-size-fits-all."	Pay flexibility delegated to agencies to pay for extra duties, educational achievement, recruitment, retention and to recognize performance.

Department Goals

- Provide effective Human Resources (HR) leadership driven by policies that effect transparent and accountable HR practices, resulting in employers having the key tools and skills needed to ensure that employees are empowered and equipped to accomplish the organization's desired outcomes and goals.
- Provide a prompt, inexpensive system for resolving removal, discipline, rule violation, and discrimination cases that satisfies due process requirements.
- Utilize technology to improve the productivity and effectiveness of Civil Service and its user agencies.
- Provide workforce development services and an objective evaluation of the human resource practices used by state agencies to manage their classified workforce.
- Administer the classification and compensation systems by developing and implementing flexible job evaluation and pay policies and practices that can be adapted to meet agencies' unique requirements.
- Create and administer programs, rules, assistance procedures and training that promote, encourage, and enhance effectiveness, efficiency, and accountability in state agencies and their employees.
- Provide processes and policies that enable state agency managers to fill vacant positions with highly qualified applicants in a timely fashion and in accordance with legal and professional standards.

Department Organizational Structure

The Department of State Civil Service is composed of the following divisions.

- Administration: Includes the Director's Office and management and finance. Provides fiscal, purchasing and personnel services for the Department, and through a shared services agreement, division also performs these functions for two other state agencies, the Division of Administrative Law and the Ethics Administration.
- Management Information Services: Provides information, document management, and reporting services to the Department, other state agencies, the legislature, the media and the public.
- Staffing: Provides agencies with recruiting, selection and workforce planning services and training, and manages the state's electronic vacancy posting and application system, "LaCareers."
- Compensation: Maintains classification system agencies use to allocate positions to appropriate job titles and conducts pay studies to maintain reasonably competitive pay levels and internal equity.
- HR Program Assistance: Coordinates multi-disciplinary teams to assist agency Personnel Directors, managers and employees on topics including performance management, layoffs, and application of federal employment laws such as FLSA, FMLA, etc.
- Accountability & Workforce Development: Manages the statewide Comprehensive Public Training Program for all classified employees, and conducts audits of agency human resource operations to ensure compliance with Civil Service Rules.
- Appeals: Serves as the clerk of court for the State Civil Service Commission by receiving employee appeals of disciplinary actions or allegations of discrimination, scheduling hearings, issuing subpoenas and compiles the record if judicial review is sought. The Appeals Division staff attorneys also hear and decide cases for the Commission.

Department Performance Indicators

The official Strategic Plan for the Department of State Civil Service defines measures that serve as Key Performance Indicators of the Department's productivity and efficiency. These measures reflect the Department's success in maintaining a human resources management program that effectively supports the needs of state government.

KEY PERFORMANCE INDICATOR	Target	Result
Appeals offered a hearing or disposed of within 90 days.	80%	94%
Appeal decisions rendered within 60 days.	80%	97%
Employees rated on performance (statewide).	90%	97%
Students passing test on Civil Service Rules and HR Management.	90%	97%
Training classes offered at key locations throughout the state.	150	279
Students who rated training courses satisfactory.	95%	100%
Salary surveys completed or reviewed.	24	32
Jobs receiving classification structure reviews.	5%	3%
Customized selection procedures developed	15	25
Agencies receiving full Program Evaluations.	27%	22%
Repeat audit findings in administrative activities	0	0
Statewide data integrity compliance rate	93%	98%
Turnaround time in days for external ad hoc report requests	3	2
Turnaround time in days for internal IT support requests	3	2

Notable Events of 2010-2011

Impact of the Economic Downturn

Continued revenue reductions associated with the national economic down-turn, impacted the state's human resources in a number of areas.

- The State Civil Service Commission extended the suspension of state agencies' authority to award merit increases for a second year, through June 30, 2012.
- Agencies conducted 97 layoffs and implemented 41 layoff-avoidance plans. As a result, over 2000 positions were cut and 957 employees were separated.
- Ten agencies conducted major business reorganizations.
- The combination of layoffs, reorganizations and budget cut-backs reduced the overall number of executive branch employees to pre-1997 levels.

Structural Changes

- Mr. James A. Smith retired from the State Civil Service Commission in January 2011, after serving a total of 36 years, 22 years as Chairman.
- The State Civil Service Commission gained three new members, with the appointment of Mr. Kenneth A. Polite, Jr. and Mr. D. Scott Hughes, and the election of Mr. C. "Pete" Fremin to serve as the classified employee member. Mr. David Duplantier was elected Chairman.
- By Legislative act, authority and responsibility for the Comprehensive Public Training Program for state employees was transferred from the Division of Administration to the Department of State Civil Service.
- Louisiana voters approved a Constitutional Amendment to place all employees of the Governor's Office of Homeland Security in the state unclassified service.

Honors

The Department of State Civil Service received the 2010 Communication Award of Merit from the National Association of State Personnel Executives in recognition of the effectiveness of the Staffing Division's Bi-Weekly Webinar Program for LaCareers recruitment system users.

2010-2011 Department Operations

The table below reflects FY 2010/11 activity levels for selected operational functions performed by the Department.

Management Information Services	
Average Daily Visitors to DSCS Website Homepage	5,334
Custom Reports on State Employment Delivered	323
Staffing	
Applications Received for State Job Openings	419,942
Pre-Employment Tests Administered	14,354
Statewide Job Qualification Standards Reviewed & Updated	132
Compensation	
Percentage of Position Class Allocations Reviewed	24%
Average Days Turnaround for Position Allocation Reviews	15.5
Number of Desk Audits of Position Allocations Conducted	163
Program Assistance	
Agency HR, Management & Employee Consultations	34,866
Employee Performance Ratings Appealed to the Director	26
Personal Services Contracts Reviewed	2,485
Layoffs and/or Layoff Avoidance Plans Approved	138
Accountability & Workforce Development	
Reviews of Agency HR Offices Conducted	75
Requests for Investigations of Rule Violations Received	38
Classes taught by DSCS staff	279
Appeals	
Appeals Received	247
Hearings Conducted	134
Decisions Rendered	113

FY 10/11 Workforce Demographics

The following demographic information reflects the workforce of the executive branch of Louisiana state government at the end of Fiscal Year 2010-2011.

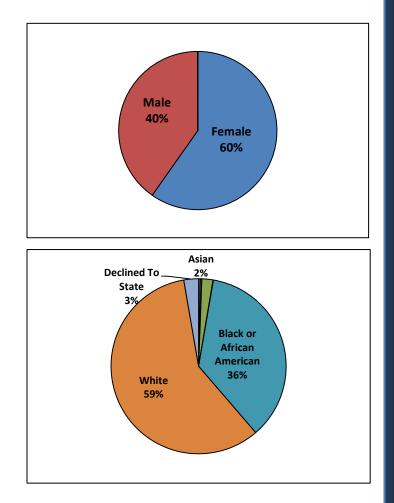
Employees by Gender, Race & Generation

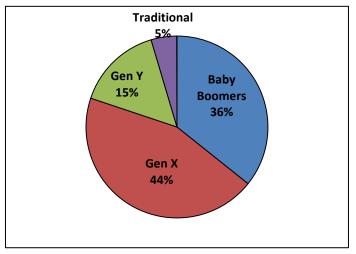
Gender	%
Female	60%
Male	40%

Note: The U.S. Census Bureau reports that the general population in Louisiana is 51% female and 49% male, 63% white, 32% black and 5% other.

Race	%
American Indian or Alaskan Native	<1%
Multi-Racial	<1%
Asian	2%
Native Hawaiian	<1%
Black or African American	36%
White	59%
Declined To State	3%

Generation	%
Traditional Workers (born before 1946)	5%
Baby Boomers (1946-1960)	36%
Generation X (1961-1979)	44%
Generation Y (1980-1998)	15%
Declined To State	<1%

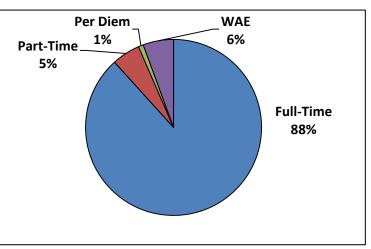




Full-Time, Part-Time, Intermittent Employees

Employee Group	%
Full-Time	88%
Part-Time	5%
Per Diem	1%
Intermittent or "WAE"*	6%

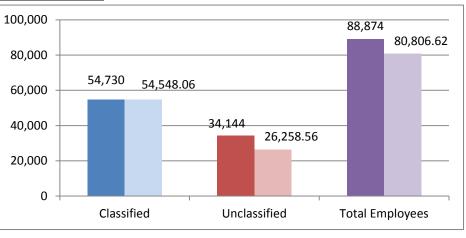
***"WAE" = "When Actually Employed":** denotes intermittent employees who work non-regular schedules as needed, such as ticket takers, park rangers, relief pool nurses or contract instructors.



Classified/Unclassified Employee Count/FTE

	Employee	FTE*
Classification	Count	Value
Classified	54,730	54,548.06
Unclassified	34,144	26,258.56
Total	88,874	80,806.62

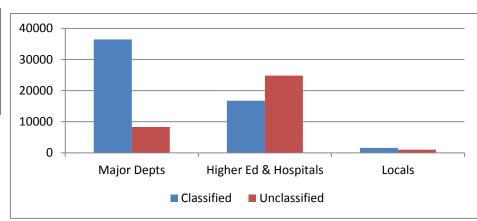
*FTE=Full-time-equivalence: reflects the full or part-time assignment of employees. The FTE is 0.50 for an employee hired to work 20 hours/week. Intermittent "WAE" and per diem employees have no regularly assigned schedule and thus have an FTE



value of 0.00. Most part-time and intermittent employees are in the unclassified state service.

Classified/Unclassified Employees by Agency Type

Class	Unclass
Count	Count
36,432	8,327
16,731	24,822
1,567	995
54,730	34,144
	Count 36,432 16,731 1,567



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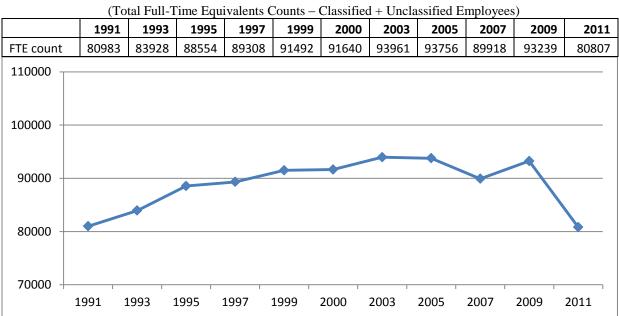
Category	Department or Agency Group	Employees
Major Departments	Department of Health & Hospitals	10,229
Major Departments	Dept. of Public Safety & Corrections - Corrections Services	5,322
Major Departments	Department of Transportation & Development	4,55
Major Departments	Department of Children & Family Services	4,25
Major Departments	Executive Department (incl. DOA, Gov's Office, Nat'l Guard, GOHSEP, OCPR, OGB, OFI, etc.)	3,750
Major Departments	Department of Public Safety & Corrections - Public Safety Services	2,81
Major Departments	Department of Education	2,17
Major Departments	Louisiana Workforce Commission	1,24
Major Departments	Department of Culture, Recreation & Tourism	1,13
Major Departments	Department of Public Safety & Corrections, Office of Juvenile Justice	1,02
Major Departments	Department of Wildlife & Fisheries	92
Major Departments	Department of Education - Special Schools & Commissions	90
Major Departments	Department of Veterans' Affairs	88
Major Departments	Department of Revenue	86
Major Departments	Department of Environmental Quality	77
Major Departments	Department of State (Includes local Registrars of Voters)	76
Major Departments	Department of Agriculture & Forestry	72
Major Departments	Department of Justice (Attorney General's Office)	53
Major Departments	Department of Natural Resources	41
Major Departments	Retirement Systems: LASERS, Teachers, School Employees, State Police	36
Major Departments	Civil Service Agencies: DSCS, LSPC, Ethics, Div. of Administrative Law, Municipal Fire & Police CS	29
Major Departments	Department of Insurance	27
Major Departments	Louisiana Housing Finance Agency	14
Major Departments	Department of Economic Development	13
Major Departments	Public Service Commission	9
Major Departments	Department of Treasury	9
Major Departments	Lieutenant Governor's Office	5
	MAJOR DEPARTMENTS SUBTOTAL	44,75
Higher Ed & Hospitals	HIGHER EDUCATION (incl. OSFA, LSUHSC-NO, LSUHSC-Shreve, EA Conway & HP Long Med Ctrs)	34,31
Higher Ed & Hospitals	HEALTH CARE SERVICES: HCSD, ILH-NO, EKL, UMC, WO Moss, Lallie Kemp, Wash/St.Tam, Chabert	7,24
	HIGHER EDUCATION & HOSPITALS SUBTOTAL	41,55
Jnits of Local Govt	HOUSING AUTHORITIES	1,32
Jnits of Local Govt	PORTS, LEVEE BOARDS	1,20
Jnits of Local Govt	INDEPENDENTS ¹	1
Jnits of Local Govt	Louisiana Law Institute	1
	UNITS OF LOCAL GOVERNMENT SUBTOTAL	2,56
	TOTAL EXECUTIVE BRANCH WORKFORCE	88,87

Category	Department or Agency Group	FTE VALUE*
Major Departments	Department of Health & Hospitals	9,534.41
Major Departments	Dept. of Public Safety & Corrections - Corrections Services	5,256.50
Major Departments	Department of Transportation & Development	4,528.50
Major Departments	Department of Children & Family Services	4,148.50
Major Departments	Executive Department (incl. DOA, Gov's Office, Nat'l Guard, GOHSEP, OCPR, OGB, OFI, etc.)	3,325.93
Major Departments	Department of Public Safety & Corrections - Public Safety Services	2,687.00
Major Departments	Department of Education	1,992.14
Major Departments	Louisiana Workforce Commission	1,143.51
Major Departments	Department of Culture, Recreation & Tourism	1,039.41
Major Departments	Department of Public Safety & Corrections, Office of Juvenile Justice	984.00
Major Departments	Department of Wildlife & Fisheries	885.75
Major Departments	Department of Veterans' Affairs	803.00
Major Departments	Department of Education - Special Schools & Commissions	790.38
Major Departments	Department of Revenue	783.50
Major Departments	Department of Environmental Quality	760.75
Major Departments	Department of Agriculture & Forestry	645.50
Major Departments	Department of State (Includes local Registrars of Voters)	549.10
Major Departments	Department of Justice (Attorney General's Office)	517.37
Major Departments	Department of Natural Resources	387.50
Major Departments	Retirement Systems: LASERS, Teachers, School Employees, State Police	337.00
Major Departments	Department of Insurance	270.50
Major Departments	Civil Service Agencies: DSCS, LSPC, Ethics, Div. of Administrative Law, Municipal Fire & Police CS	215.10
Major Departments	Louisiana Housing Finance Agency	128.50
Major Departments	Department of Economic Development	124.50
Major Departments	Public Service Commission	97.50
Major Departments	Department of Treasury	62.50
Major Departments	Lieutenant Governor's Office	15.50
	MAJOR DEPARTMENTS SUBTOTAL	42,013.85
Higher Ed & Hospitals	HIGHER EDUCATION (incl. OSFA, LSUHSC-NO, LSUHSC-Shreve, EA Conway & HP Long Med Ctrs)	30,090.58
Higher Ed & Hospitals	HEALTH CARE SERVICES: HCSD, ILH-NO, EKL, UMC, WO Moss, Lallie Kemp, Wash/St.Tam, Chabert	6,823.98
	HIGHER EDUCATION & HOSPITALS SUBTOTAL	36,914.56
Units of Local Govt	PORTS, LEVEE BOARDS	982.34
Units of Local Govt	HOUSING AUTHORITIES	884.22
Units of Local Govt	INDEPENDENTS ¹	8.00
Units of Local Govt	Louisiana Law Institute	3.6
	UNITS OF LOCAL GOVERNMENT SUBTOTAL	1,878.2
	TOTAL EXECUTIVE BRANCH WORKFORCE	80,806.62

*See definition of Full-Time-Equivalency on p.13.

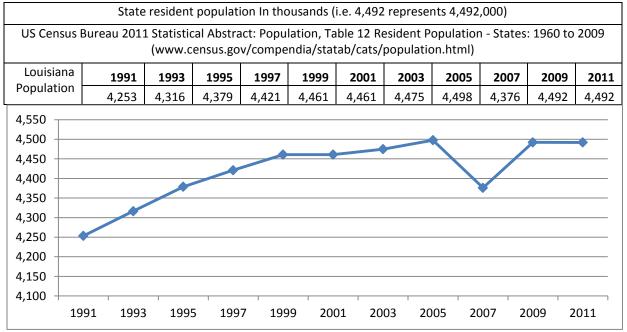
Workforce Trends

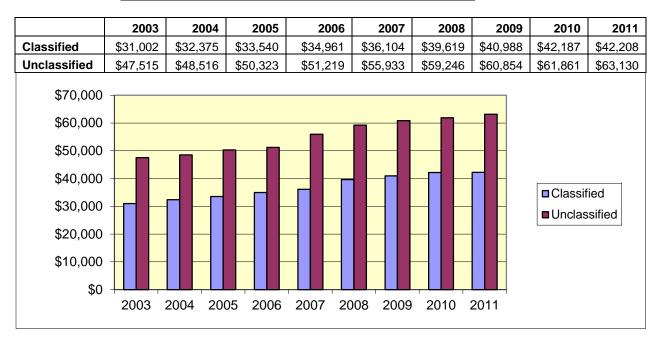
The following information reflects recent workforce trends. Data listed reflects employment statistics as reported at the end of each Fiscal Year listed.



State Employment Levels 1991 - 2011

State Population Growth 1991 - 2011



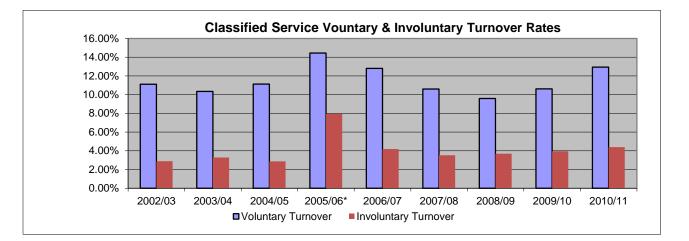


Average Pay Rates for Full-Time Employees (Annual)

Turnover Rates for Classified Employees

The data below reflects <u>classified</u> employees only. Turnover is based upon separations from state service. Employee movements between agencies are *not* included.

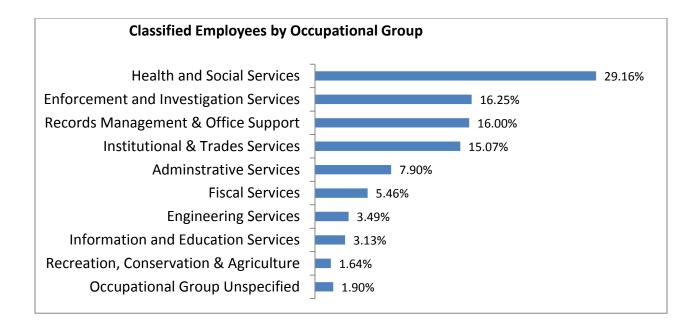
	2002/03	2003/04	2004/05	2005/06*	2006/07	2007/08	2008/09	2009/10	2010/11
Voluntary Turnover	11.11%	10.33%	11.12%	14.45%	12.80%	10.59%	9.59%	10.62%	12.94%
Involuntary Turnover	2.89%	3.27%	2.86%	7.95%	4.19%	3.51%	3.69%	3.94%	4.39%
Total Turnover Rate	14.00%	13.60%	13.98%	22.40%	16.99%	14.10%	13.28%	14.56%	17.33%

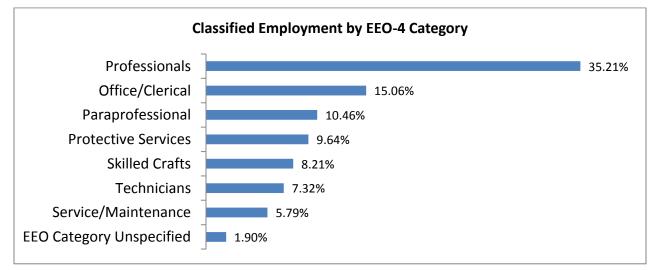


Classified Service Statistics

The statistics presented in this section of the report reflect attributes of the classified state service only. Unclassified employees are not included. Data reflects workforce attributes as reported at the end of Fiscal Year 2010-2011 unless otherwise specified.

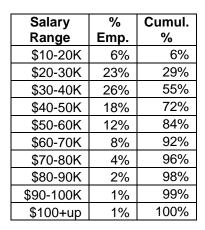
Classified Employees by Occupational Group & EEO Category

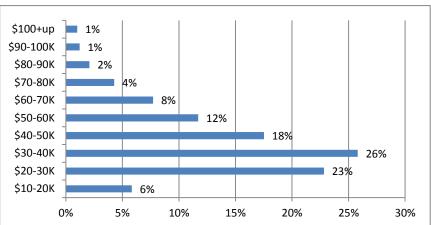




Salary Distribution of Full-Time Classified Employees

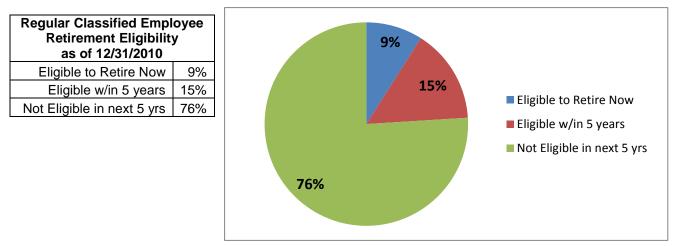
As seen below, the majority (55%) of Louisiana's classified employees have an annual salary of less than \$40,000. The U.S. Census Bureau reports that Louisiana's median household income in 2009 was \$42,460.





Classified Employee Retirement Eligibility

Note: The retirement eligibility data presented below reflects only those regular classified employees who are covered by the Louisiana State Employees Retirement System ("LASERS"). Classified employees who are covered by the Louisiana Teachers Retirement system are <u>not</u> included in this data.



Source: "Agency Workforce Profiles" Report as of 12/31/10

Classified Employees by Parish

The table below lists the number of classified employees who live and work in each parish of the state. Parishes are listed in descending order by the number of employees whose recorded place of work is in that parish.

#	Parish	Reside	Work	#	Parish	Reside	Work
1	East Baton Rouge	10,685	14,497	33	Vermilion	281	132
2	Orleans	2,947	4,976	34	Ascension	1,319	131
3	Caddo	3,374	4,204	35	Madison	103	127
4	Rapides	2,801	3,341	36	St. Mary	156	125
5	Lafayette	1,946	2,534	37	St. James	194	118
6	Ouachita	2,026	2,383	38	Sabine	138	109
7	Tangipahoa	2,037	2,129	39	ST. Martin	387	106
8	Calcasieu	1,640	1,720	40	St. Bernard	163	103
9	East Feliciana	1,243	1,714	41	West Baton Rouge	570	93
10	Jefferson	2,308	1,538	42	Morehouse	204	93
11	West Feliciana	719	1,441	43	Richland	211	89
12	Terrebonne	1,139	1,282	44	Desoto	238	81
13	St. Tammany	1,243	1,169	45	Allen	128	80
14	Washington	1,010	1,049	46	Catahoula	97	77
15	Iberville	659	1,046	47	Cameron	58	72
16	Bossier	1,263	974	48	Pointe Coupee	366	71
17	Lafourche	606	727	49	Grant	316	64
18	Lincoln	676	648	50	West Carroll	78	63
19	Avoyelles	774	471	51	Winn	92	62
20	Natchitoches	428	430	52	Concordia	99	59
21	Claiborne	262	386	53	Lasalle	102	57
22	Acadia	432	364	54	St. Charles	183	55
23	Beauregard	283	362	55	St. Helena	236	52
24	Iberia	399	359	56	Union	163	50
25	St. John the Baptist	365	340	57	Bienville	168	49
26	St. Landry	696	300	58	Caldwell	112	49
27	Vernon	282	214	59	Red River	69	49
28	Jefferson Davis	277	213	60	Jackson	133	47
29	Webster	403	193	61	Assumption	120	43
30	Franklin	234	189	62	Tensas	53	39
31	Livingston	2,144	183	63	Plaquemines	66	37
32	Evangeline	241	160	64	East Carroll	50	35

Note: The work location for approximately 777 classified employees was either out-of-state or unrecorded. The residence for approximately 2,535 classified employees was either out-of-state or unrecorded.

Contact Us

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To find out more about the Department of State Civil Service,

visit us on our webpage at <u>www.civilservice.la.gov</u>.